



# Department of Public Health

## Safety Services Staffing Plan Update





# Introduction

On July 19, 2021, the Board of Supervisors approved the DPH budget that included the Security Management Plan focus on prevention, address security equity, and reduce the presence of law enforcement in DPH facilities.

The timeline for implementation was scheduled for March 2022.

This presentation provides an update of the operational transition status in the areas of:

- Security Plan, Staffing, and Training
- Behavioral Emergency Response and Training(BERT)
- BERT Recruitment and Hiring



## Zuckerberg San Francisco General

Security Plan Summary	Security Plan Updates
<p>1. At ZSFG, reduce the number of Sheriff Deputies at ZSFG by 11.4 FTE and add 31.9 FTE of Psychiatry Nurses and License Psychiatry Technicians to function as Behavioral Emergency Response Team,(BERT) staff.</p>	<p>1. The implementation of the BERT will occur incrementally from March through approx. May 2022.</p> <ul style="list-style-type: none"><li>• <b>Phase 1</b> (current operations) – existing psychiatry staff conducting hospital and clinic rounding and responding to calls for assistance.</li><li>• <b>Phase 2</b> – existing psychiatry staff focusing support on the Emergency Department while maintaining current deputy coverage.</li><li>• <b>Phase 3</b> – deploy 6 FTE of the hired BERT staff to the ED, 7days/week from 7PM-730AM), with overlapping deputy coverage.</li><li>• <b>Phase 4</b> – Build to a complete 24-hour BERT program as positions are filled.</li></ul>



# Zuckerberg San Francisco General

Security Plan Summary	Security Plan Updates
<ol style="list-style-type: none"><li>2. Non-uniformed cadets will function as healthcare ambassadors.</li><li>3. Reduce the number of cadets at ZSFG by 2 FTE and add 2 FTE of Health Workers to provide greeter services and visitor management at the Hospital Information Desk and Maternal Child Health entrance.</li></ol>	<ol style="list-style-type: none"><li>2. The Sheriff's Office is currently hiring for additional cadets and is expected to be at full complement by March.<ul style="list-style-type: none"><li>• Thirty-one percent of cadets have completed the Sheriff's Office Ambassador Training.</li><li>• Training video, specific to ZSFG, is being developed by the Sheriff's Office.</li><li>• Healthcare Security Officer and Crisis Prevention Training material has been ordered.</li><li>• DPH required training, through Emerge are underway.</li></ul></li><li>3. Interviews are underway and the are on schedule to be filled by March.</li></ol>



# Laguna Honda Hospital

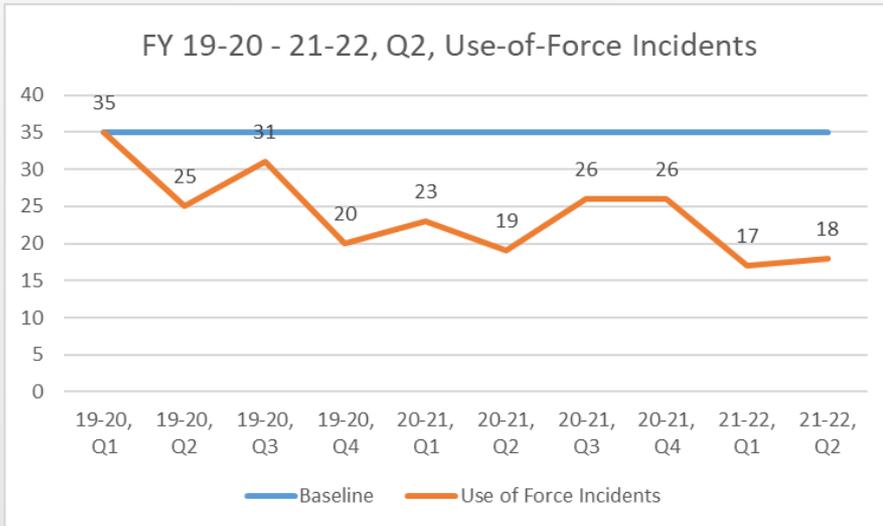
Security Plan Summary	Security Plan Updates
<ol style="list-style-type: none"><li>1. At Laguna Honda Hospital, replace 4.2 Deputy Sheriffs with 8.2 non-uniformed cadets.</li><li>2. Add 3 FTE of Psychiatric Nurse positions to support behavioral response training for LHH staff.</li></ol>	<ol style="list-style-type: none"><li>1. The Sheriff's Office is currently hiring for additional cadets and is expected to be at full complement by March.</li><li>2. The 3 FTE of Psychiatric Nurse positions will be managed by Nursing Administration and will not perform any security functions.</li></ol>



# Community Clinics

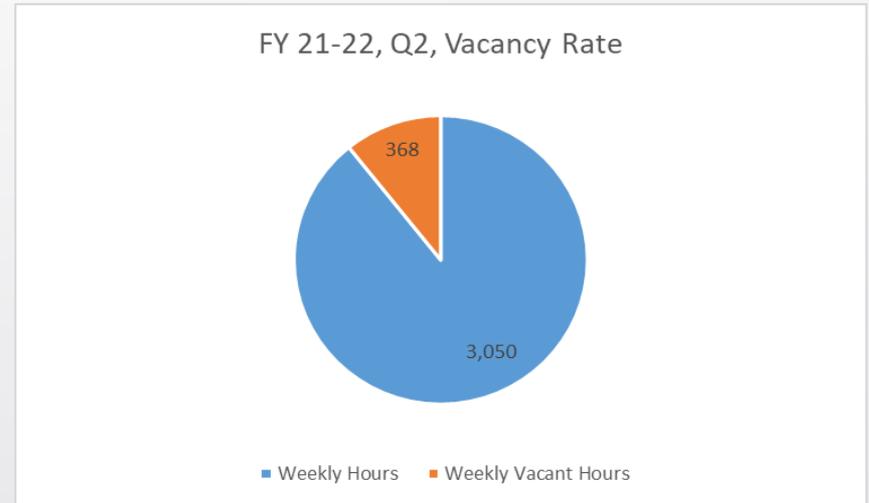
Security Plan Summary	Security Plan Updates
<p>1. Replace Deputy Sheriffs with a health care safety workforce provided by contracted Community Based Organization to provide client safety services at the following locations:</p> <ul style="list-style-type: none"><li>• Southeast Health Center</li><li>• SOMA Mental Health</li><li>• Castro-Mission Health Center</li><li>• Behavioral Health Access Center (1380 Howard)</li></ul>	<p>1. The RFP was finalized on 1/19 and will the approval of the Civil Service Commission during the April meeting.</p> <ul style="list-style-type: none"><li>• Behavioral Health Access Center(1380 Howard) will be excluded from the list of locations.</li></ul>

# Current State



Use-of-force has decreased 25% from the previous year's quarterly average.

Deputies assisting with patient restraints is the primary cause for force.



SFSO staffing challenges have resulted in an average of 368 weekly unstaffed hours, which equates to 9.2 FTE of vacant positions.



# BERT and Sheriff Escalation Protocol

Behavioral Response Team addresses increased crisis development and conducts **early** de-escalation.

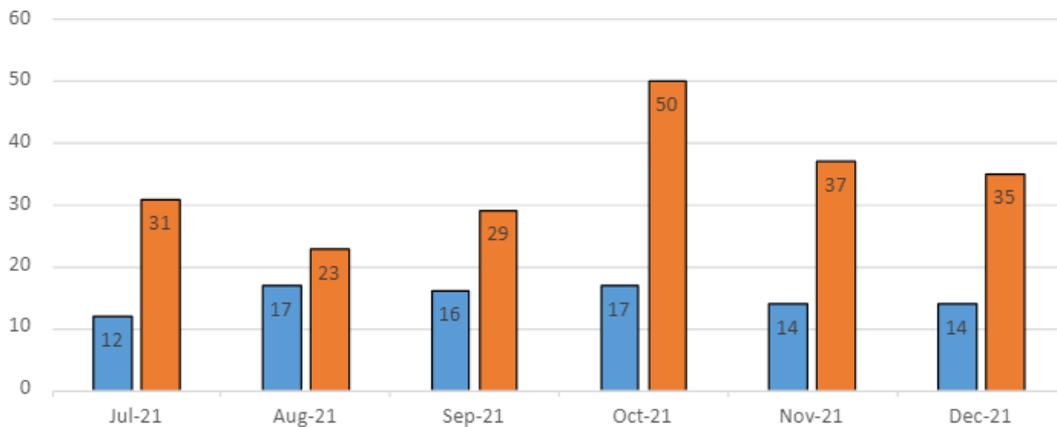
As directed by BERT, cadets will assist during the **early stages**, when an individual is demonstrating signs of anxiety, pacing, yelling, direct or verbal threats of harm.

Cadet's assistance will involve maintaining continuous presence "watch", staying at the door of the room, or as close as possible; keeping the individual in line-of-sight.

When it is determined by an appointed medical professional, or when BERT has reasonable cause to believe that a patient presents a danger to themselves and others, BERT will direct the cadets to radio for assistance from the Sheriff Deputies.

# Behavioral Emergency Response Team (BERT) 6-Month Report

BERT Calls/Activations and Rounding Consultations



	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
BERT Calls/Activations	12	17	16	17	14	14
Rounding Consultations	31	23	29	50	37	35

■ BERT Calls/Activations   ■ Rounding Consultations

Cumulative\*  
BERT Calls/  
Activations

**90**

Cumulative\*  
Rounding  
Consultations

**205**

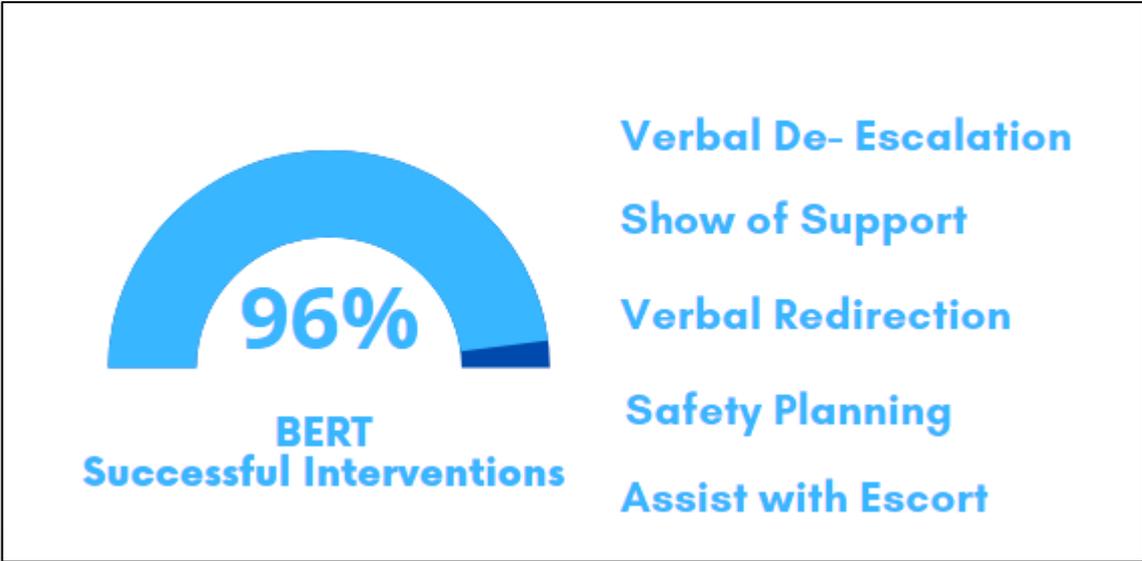
\*Cumulative counts are data from July 2021- December 2021 (Monday-Friday, Except Holidays: 8:00AM-4:00PM)

**BERT Calls/Activations** are emergent and urgent behavioral health situations

**Rounding Consultations** includes daily check-ins with primary medical and nursing staff to provide frequent and easily accessible behavioral health consultation services \* Prevention is KEY

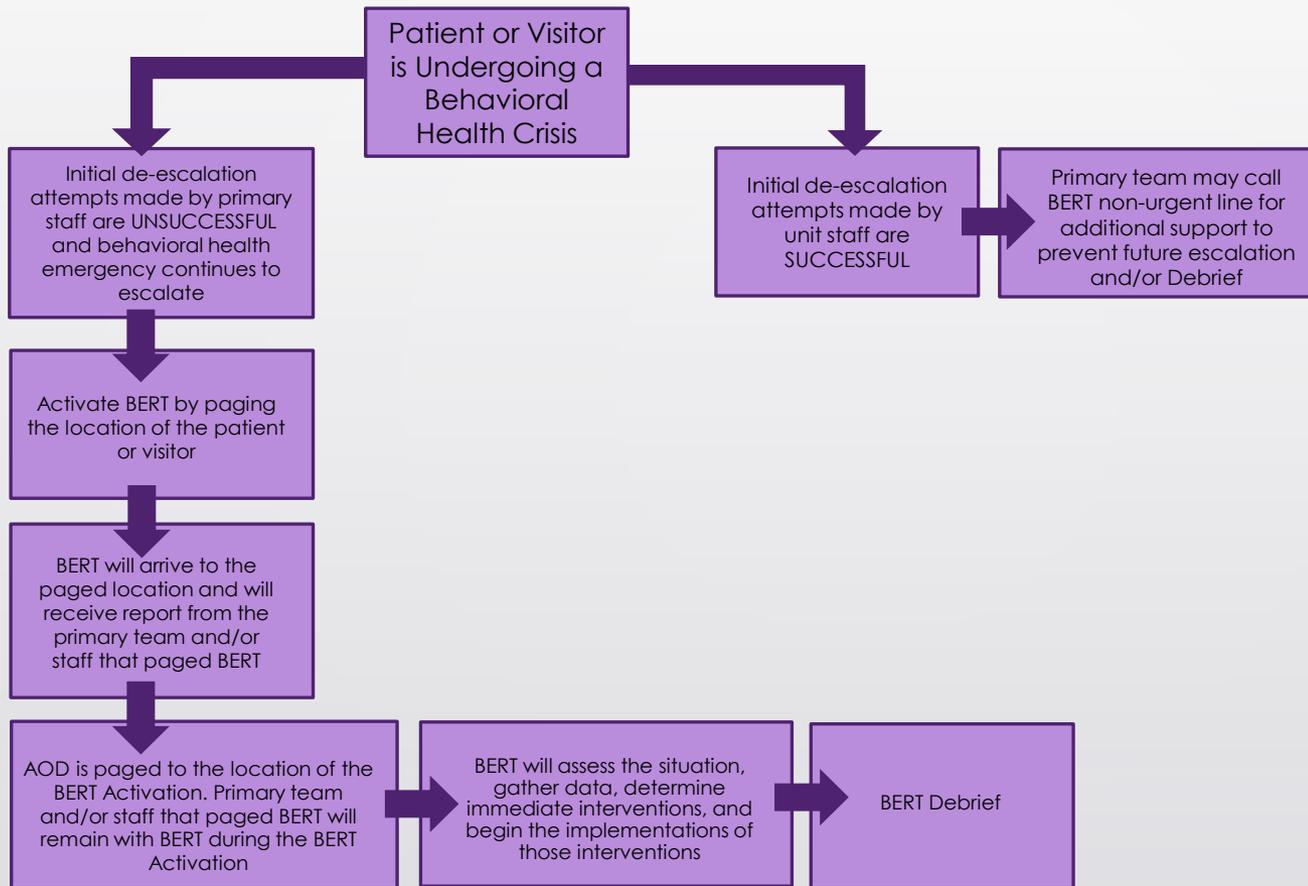


# BERT 6-Month Report



\*Cumulative counts are data from July 2021-December 2021  
(Monday-Friday, Except Holidays: 8:00AM-4:00PM)

# BERT Protocol and Access



## Emergent Calls (AKA "BERT Activations"):

PAGE BERT with the Visitor or Patient's Location

- Additional staff needed to help support the behavioral health of a visitor or patient undergoing a behavioral health crisis

## Non-Urgent Calls:

Call BERT

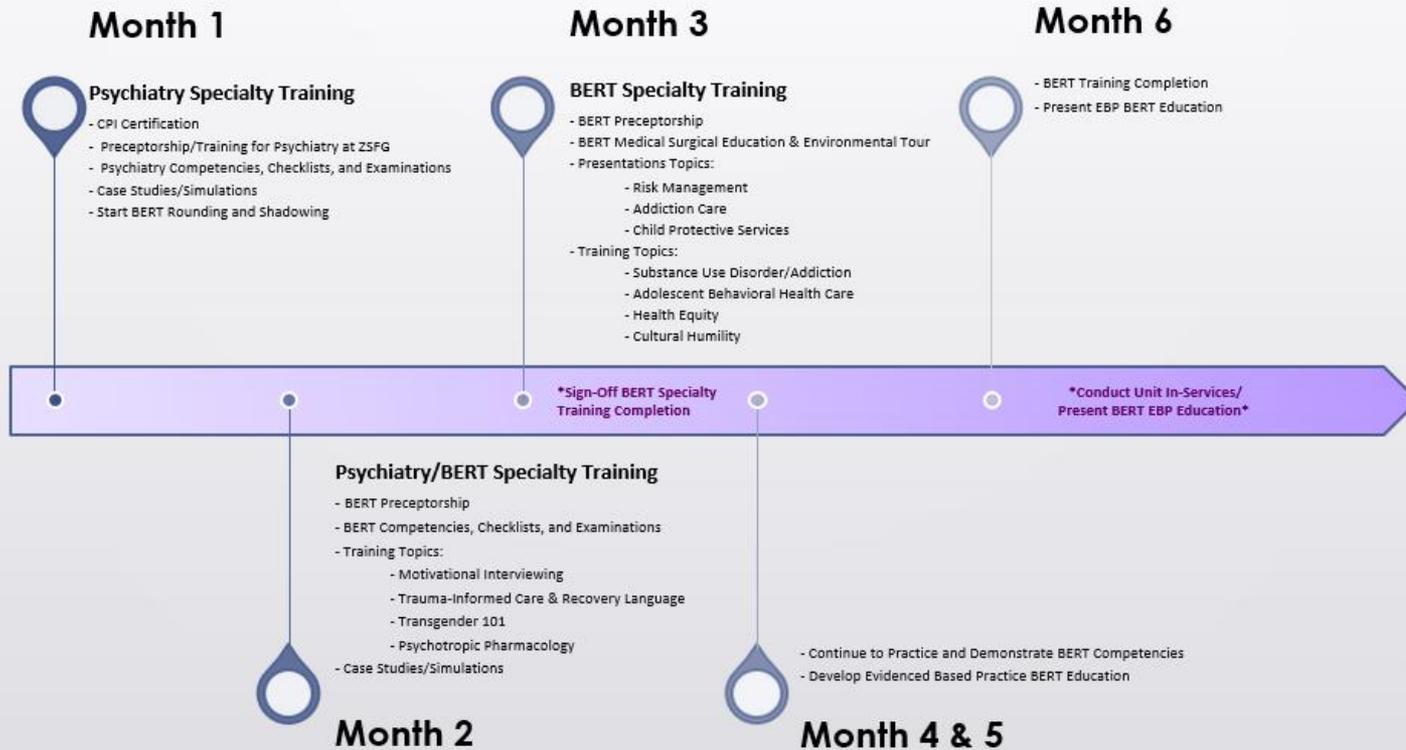
- Non-urgent questions that do not require BERT to be present at the caller's location

## Rounding Consultations:

BERT Frequently Rounds on Various Locations Throughout the Hospital

- Non-urgent consultations with primary staff to prevent behavioral health emergencies and escalations
- Allows the primary team and BERT to work collaboratively to improve the quality of care for patients and visitors

# BERT Training Program



The innovatively designed BERT Training Program provides specialty training to leaders in the field of behavioral health and psychiatry. The mission of the BERT Training Program is to support BERT members through a variety of teaching methods to enhance their learning experience and validate competency. The rigorous training program is aligned with ZSFG's True North goals and aims to improve mental health care throughout ZSFG by providing equitable and trauma-informed approaches to care.



# BERT Recruitment and Hiring

## **Psychiatry Nurses (2320)**

- 4 out of the 6 positions selections made thru internal reassignment, the remaining 2 the hiring manager is making selections from the external candidate pool in the next week.

## **License Vocational Nurses (2312)**

- 8 positions, 1 internal reassignment starts 3/5/22 and the remaining 7 HR expects selections by end of next week by the hiring manager with anticipated start work date of 2/17/22

## **License Psychiatry Techs (2305)**

- 14 positions, no selections made, but 4 candidates under review this week, if selected start work date targeted for 2/17/22

## **LHH BERT Psychiatry Nurses (2320)**

- 2 positions, hiring manager is reviewing reassignment candidates this week and if none found will go to external candidate pool for selections

## **LHH BERT License Psychiatry Techs (2305)**

- 1 position, awaiting applicant pool selection



# BERT Recruitment and Hiring Overall

- All selections will go thru expedited hiring process.
- License Psychiatry Techs (2305) is a continual merit posting, and when new candidates apply, the applications will be sent to managers for review.
- If unable to fill positions from the 2305 pool, BERT leadership will consider modifying more positions to the LVN (2312) pool as there is a more robust candidate pool.

# Questions?

